

TOWN OF

DARIEN, CONNECTICUT

EMERGENCY OPERATIONS PLAN

ANNEX "F"

MASS CARE (ALL HAZARD)

Approved By:

John W. Jordan, Director
Darien Emergency Management

Date

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I. PURPOSE

This Annex was developed to provide for the orderly and coordinated use of facilities for sheltering Darien residents in the event of a natural or human caused disaster. The town is responsible for the development of a capability to provide mass care services for its citizens and should be prepared, if necessary, to receive and care for people evacuated from the area directly impacted by a disaster.

Darien officials must be ready to provide different types of support in response to the unique nature of the situation. The Mass Care Coordinator, prior to the onset of an emergency/ disaster, will identify facilities (e.g., schools, churches, nonessential government buildings, etc.) that are needed to register, shelter, feed, protect, and provide for other human needs of the evacuation population. These facilities may be used to provide evacuees physical protection from the effects (wind, water, etc.) of a disaster.

During the post-disaster period these facilities may be used on a long-term basis to feed, care for, and provide temporary housing to the disaster victims whose homes have been severely damaged or destroyed or can not return home because of damage to, or debris on, roads and bridges. Other long-term post-disaster mass care options may include: kitchens to feed people; water supply stations; first aid stations; temporary housing in rental units, tents, hotels/motels, and mobile homes; hygiene facilities (portable toilets and showers); mail service, etc.

II. SITUATION AND ASSUMPTIONS

Situation:

Any hazard related emergency might require the sheltering of some or all town residents. The extent of any sheltering operations will be based on the extent of a given emergency. The town is vulnerable to a number of hazards including: power failure, flood/flash flood, winter storm, coastal storm, hurricane/tropical storm, air accident, rail accident, tornado, and in transit hazardous materials incident/accident. Also, thunderstorms, which may produce dangerous winds and tornadoes, might appear with little advance warning.

There are three (3) classifications of emergencies with parallel sheltering requirements.

1. Limited Incident - a natural or human caused disaster affecting one hundred or fewer town residents necessitating the use of a single sheltering facility for a limited period of time.
2. Localized Disaster - a natural or human caused disaster limited to one neighborhood or scattered neighborhoods where the effect on residents and property is not widespread with the necessitated utilization of a limited number of facilities as shelters.

3. Major Disaster - a natural or human caused disaster resulting in general widespread destruction of property throughout the town, with the concurrent loss of large numbers of housing units necessitating the opening of designated facilities to serve as shelters.

Assumptions

The ultimate responsibility for mass care services for citizens rests with the town government.

A public, non-profit, or private-sector (American Red Cross) organization will manage and staff the town’s mass care facilities.

For large-scale disasters, a Disaster Welfare Information (DWI) system will be implemented.

In most jurisdictions, the American Red Cross (ARC) will serve as the principal organization responsible for operating mass care facilities during disasters.

If ARC services are not available locally, other public or non-profit organizations in the community will assume responsibility for operating mass care facilities. These organizations may include such agencies as the Salvation Army, churches, schools, or local service agencies.

Sufficient warning time will be available to ensure that mass care facilities are opened in time to provide shelter and other services for the people that have been evacuated.

Approximately 80 percent of the evacuees will seek shelter with friends or relatives rather than go to an established mass care facility.

Where available, military support (as approved by the Governor) will be available to support mass care operations.

The town may have to enter into an agreement with adjacent communities to arrange for mass care services for evacuees that cannot be taken care of in the Town of Darien, or to provide similar services to other jurisdictions when their evacuees cannot be cared for in their home community.

III. CONCEPT OF OPERATIONS

When planning for mass care operations there are a number of factors which must be considered. Among these are the characteristics of the hazard or threat itself. Also, the magnitude, intensity, speed of onset, duration, and impact on the town. They will help determine the number of people that will need to receive mass care services.

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General:

1. The known hazard areas which may require evacuation are maintained in a separate document, and are attached by reference.
2. The town’s working relationship with the Red Cross (nonprofit, public service, or private sector organizations) that has responsibility for managing mass care facilities will be defined in a “Letter of Agreement.”
3. The identity and location of all mass care facilities are included as Attachments to Appendix A of this Annex.
4. It is the responsibility of the First Selectman, acting through the Public Information Officer, to keep the evacuees and general public informed on mass care activities.
5. Standard Operating Procedures will be developed (if not already in place) for the operation of mass care facilities. These may include:
 - Opening of the facility.
 - Staff composition and management structure.
 - Making provisions for registering and tracking location of each evacuee (to be able to respond to inquiries from the evacuee’s family, track health concerns, etc.).
 - Outline specific services provided to evacuees (shelter, feeding, medical care, etc.).
 - Communications procedures.
 - Reporting requirements.
 - Termination of services and closure of the facility.
6. The Mass Care Coordinator and Public Information Officer will jointly establish an information flow procedure to the town’s public inquiry response effort. This SOP will be part of the Emergency Public Information organization’s mission.
7. The town will develop protocols to define the interface between local, State, Federal and the Red Cross organizations under the Federal Response Plan’s Emergency Support Function # 6 (Mass Care). One method for accomplishing this is the “Disaster Welfare Information” system. This system uses information from shelter lists, casualty lists, hospitals, the State (and Area) Emergency Operations Center(s), and other sources to aid in family reunification and in responding to inquiries from immediate family members from outside the affected area about the status of their loved ones.

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8. The Emergency Management Director and Mass Care Coordinator will identify population groups requiring special assistance when being sheltered in a mass care facility, i.e., the elderly and persons with disabilities.
9. The Mass care Coordinator will develop provisions for providing mass care services for special needs populations. These could include: school children, children in day care centers, nursing home {long term} residents; the handicapped (hearing/sight/mentally or mobility impaired); non-English speaking people; institutionalized individuals (in mental health facilities, nursing homes {short term}); incarcerated people; transient populations (hotel residents, the homeless, seasonal workers); and people without transportation.
10. The Animal Care and Control Agency will make provisions to feed, shelter, and provide medical treatment for animals during large-scale disasters.

Inter-Jurisdictional Relationships:

In an emergency of a local nature, the State Office of Emergency Management and communities with which mutual aid agreements exist will be alerted. The mutual aid agreements, verbal and written, will be utilized if at all feasible and necessary.

Mutual aid assistance from other communities, volunteer organizations, private agencies, and the State and/or Federal governments will be requested by the First Selectman, and arranged and coordinated by the Mass Care Coordinator and Emergency Management Director.

IV. **ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

(Specific to mass care and additional to assignments in the basic EOP.)

First Selectman

1. Requires the Mass Care Coordinator to report to the EOC when notified of an emergency situation.
2. Issues an order to open mass care facilities, when appropriate.

Mass Care Coordinator

1. Assesses the situation and makes recommendations to the Emergency Manager on the number and location of mass care facilities to be opened.

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2. Reviews the listing of available mass care facilities.
3. Notifies persons and organizations identified in the mass care resource list about possible need for services and facilities.
4. Selects mass care facilities for activation in accordance with:
 - Hazard/vulnerability analysis considerations.
 - Location in relation to evacuation routes.
 - Services available in facilities.
 - Input from the Emergency Manager.
5. When directed, coordinates the necessary actions to ensure mass care facilities are opened and staffed, as needed.
6. Notifies mass care facility managers to do one of the following, when appropriate.
 - Stand by for further instructions on the specific actions to take and the estimated timing for opening mass care facilities.
 - Take the necessary action to open the facility they are responsible for managing.
7. Coordinates with the Resource Manager for supplies needed (including bulk emergency relief items) and ensures each mass care facility receives its supplies.
8. Coordinates with EOC staff to ensure that communications are established, routes to the mass care facilities are clearly marked, and appropriate traffic control systems are established.
9. Ensures each mass care facility has a highly visible identity marker and sign that identifies its location.
10. Provides each Mass Care Facility Manager a listing of the location of the animal shelters that have been opened to house and care for companion animals.
11. Assists, as appropriate, the Animal Care and Control Agency’s efforts to feed, shelter, and provide medical treatment for animals during catastrophic emergencies.
12. Ensures appropriate mass care information (numbers of occupants, meals served, etc.) is made available to the information processing section in the EOC.

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13. Collects information from the Mass Care Facility Managers to support the town’s efforts to respond to inquiries from family members about the status of loved ones (name, home address, phone, next of kin, etc.).
14. Upon termination of the emergency, submits a mass care expenditure statement to the appropriate authorities for reimbursement.

Mass Care Facility Manager

1. When notified, stands by for further instructions or reports to assigned mass care facility, as appropriate.
2. Contacts team members and instructs them to take whatever actions that may be appropriate.
3. Staffs and operates the mass care facility. Upon arrival at the facility, takes the necessary actions to open it, receive evacuees, and provide for their health and welfare.
4. Contacts the EOC when the facility is ready to open.
5. Opens and keeps the facility operating as long as necessary.
6. Implements registration procedures for all evacuees that enter the facility.
7. If tasked, provides the Mass Care Coordinator with names and other appropriate information about people sheltered in the facility, to respond to family inquiries.
8. Ensures individual and family support services are provided at the mass care facility.
9. Ensures space is available for service animals that belong to people with disabilities.
10. If companion animals are not permitted in the facility, provides information to their owners about shelters that have been opened to house and care for animals.
11. Each day, reports the following to the EOC.
 - The number of people staying in the facility.
 - The status of supplies.
 - Condition of the facility and any problem areas.
 - As necessary, a request for specific types of support.

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12. Maintains records of expended supplies.
13. Arranges for the return of evacuees to their homes or for transportation to temporary housing, if necessary.
14. When appropriate, terminates operations and closes the facility.
15. Cleans the facility and returns it to original condition.
16. Submits mass care facility status report to the Mass Care Coordinator. The report identifies the equipment and supplies that are needed to restock the facility and any other problems that will need to be resolved before the facility is used again.

Emergency Manager

1. Makes recommendations to the First Selectman on the number and locations of the mass care facilities to be opened.
2. Coordinates with the PIO to facilitate dissemination of information to the public on both the location of the mass care facilities that will be opened and directions to them.
3. Coordinates with the Mass Care Coordinator to activate the town’s mass care facilities.

The American Red Cross (Local), if appropriate, provides personnel to manage and staff mass care facilities.

The Salvation Army (Local), if appropriate, provides personnel to manage and staff mass care facilities.

Non-profit Public Service Organizations, if appropriate, provides personnel to manage and staff mass care facilities.

Superintendent of Schools

1. If appropriate, provides personnel to manage and staff mass care facilities.
2. Shelters students in school building when the situation warrants or when directed to do so by the appropriate authority.

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Police Department

1. Provides security at mass care facilities.
2. Provides traffic control during evacuee movement to mass care facilities.
3. Maintains order in mass care facilities.
4. If necessary, provides an alternative communications link between the mass care facility and the EOC through a mobile radio unit in police vehicles.

The Public Works Department ensures that power, water supply, and sanitary services at mass care facilities are maintained during emergency conditions.

The Public Information Officer will make public announcements about the availability of mass care facilities and animal shelters and their locations.

Military Department

1. Informs the Mass Care Coordinator of mass care facilities available on military installations.
2. Coordinates the use of mass care facilities on military installations.
3. Provides logistical support for mass care operations.

The Agricultural Extension Service develops and maintains lists of local food warehouses and other sources of bulk food stocks.

Animal Care and Control Agency

1. Assesses the situation and makes a decision on the number and location of shelters that will be used to house animals. Typical facilities would include the veterinary hospitals, pet stores, and stabling at Hunt Club.
2. Coordinates the actions needed to obtain sufficient personnel to staff animal shelters, as needed.

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3. Ensures the animal shelter has a highly visible identity marker and sign that identifies its location. One shelter in the Town of Norwalk.
4. Coordinates with the PIO to facilitate dissemination of information to the public on the location of the companion animal shelters that will be opened.
5. Informs the Mass Care Coordinator of the location(s) of the shelters that have been opened.
6. If appropriate, coordinates with the Mass Care Coordinator to place personnel in public shelters to act as a referral source for animal disaster operations.
7. Opens shelters and provides food, water, and medical care, as needed, for the animals in the shelters.
8. Keeps shelters open as long as necessary.
9. Ensures each shelter receives the necessary supplies to sustain itself.
10. When appropriate, terminates shelter operations and closes the facility.

V. ADMINISTRATION AND LOGISTICS

1. Support may be requested from various private and volunteer organizations. These organizations will assist in the manner best suited for their respective capabilities.
2. Mutual aid agreements, verbal and written, at the time of the emergency will be utilized if at all feasible.
3. Emergency operations will be carried out principally by Darien forces supported by State forces.
4. Federal or military forces will provide support only if available and needed.
5. Records and reports associated with tracking the status of mass care operations.
6. A listing of mass care facilities are made a part of this Annex in Appendix A, Attachment 1. The listings include: location, people capacity, quantity and type of kitchens, stock levels of medical and sanitation supplies, food and water, cots, rest room facilities (including showers, if any) and parking capacity, etc. Also listed should be communications systems available, a list of telephone numbers, and indicate if there is an emergency power system.

VI. PLAN DEVELOPMENT AND MAINTENANCE

This Annex shall be reviewed and updated by the Mass Care Coordinator as changes occur throughout the year. All changes in the Annex, its Appendixes, Attachments, Standard Operating Procedures and other necessary implementing documents shall be forwarded to the Emergency Management Director as they occur. At a minimum this Annex will be reviewed and updated every four (4) years. The Emergency Management Director shall decide whether or not an updated portion should be reproduced and sent to all holders prior to the completion of the four year review cycle.

VII. AUTHORITY AND REFERENCES

Authority for this Annex is contained in the Darien Emergency Operations Plan; Title 28, Chapter 517 of the General Statutes of Connecticut as amended, FEMA’s Guide for All-Hazard Emergency Operations Planning (SLG 101), and such Executive Orders, Charter Provisions, Town Ordinances or Special Acts as may be applicable.

This Annex will become effective upon the approval of the Emergency Management Director. When approved, this Annex will supersede any and all previously written and approved Mass Care Annexes.

LIMITED INCIDENT

I. PURPOSE

Describe the procedures to be followed and the departmental responsibilities assigned in the opening, operation, and closing of the emergency shelter (refer to Attachment 1).

II. SITUATION

A natural or human caused disaster affecting one hundred or fewer town residents necessitates the use of a single sheltering facility for a limited period of time.

III. ASSUMPTIONS

- A. The town will provide the physical shelter.
- B. The Red Cross will provide shelter management and staffing in the event of a fire, natural or human caused disaster.
- C. If shelter operations continue for longer than seven (7) days and the Red Cross then steps out, the town assumes shelter operations.

IV. PARTICIPATION

- A. Town of Darien
 - 1. First Selectman's Office
 - 2. Fire Departments
 - 3. Emergency Management
 - 4. Public Works
 - 5. Social Services
 - 6. Health Department
- B. Private Agencies
 - 1. Red Cross
 - 2. Salvation Army

V. CONCEPT OF OPERATIONS

- A. The authority to open the emergency shelter is assigned to the following town departments or offices:
 - 1. First Selectman's Office
 - 2. Director of Emergency Management
 - 3. Mass Care Coordinator
- B. Town staff at the emergency/disaster site must call the above, starting with the First Selectman's Office, until one of the above is reached for authority to open the shelter.
- C. Shelter Opening
 - 1. Fire, natural or human caused emergency. The recommendation to use the designated shelter is jointly made by disaster responders from Emergency Management and the Darien Fire Departments.
 - a. Red Cross disaster response staff and Darien's Fire Department personnel interview fire victims to determine if individuals affected by the fire have alternate shelter available to them.
 - b. The opening of the shelter may be necessary if there are 30 or more individuals lacking alternative emergency shelter.
 - 2. The senior Fire Department representative or the Emergency Management representative or a designee will open the shelter.
 - a. Pick up keys
 - b. Open shelter
 - c. Plug in phones
 - d. Turn on all lights in the shelter
 - e. Using checklist ensure that all stores are in place and that bathroom facilities are in working order.
 - f. Set up cots, blankets, and pillows for the number of people affected in the shelter.

D. Transportation to Shelter

1. Transportation of individuals to the shelter may be arranged through:
 - a. The Fire Departments
 - b. Red Cross
2. The senior Fire Department or Emergency Management staff person at the disaster site will decide which transportation option will be used.
 - a. Call the Fire Dispatcher with the following:
 - (1) Inform the dispatcher that the designated shelter is open and the number of people to be housed.
 - (2) Direct the dispatcher to request transportation and inform the dispatcher of the number of people to be transported by:
 - (a) Fire Departments
 - b. The Dispatcher Shall:
 - (1) Arrange for transportation as directed above.
 - (2) Inform the Superintendent of Public Works that the designated shelter is open and the number of people to be housed.
 - (3) Inform the Social Services Department that the designated shelter is open and the number of people to be housed.
 - c. The Superintendent of Public Works will provide a crew and a vehicle to transport additional cots, blankets, and pillows as required to the shelter.

E. Shelter Operations

1. During the first seven (7) days the shelter is open the Red Cross, if involved, will provide shelter management and staff.

2. The Shelter Manager will supervise the Red Cross feeding service.
3. The Superintendent of Public Works will assign a person to walk through and check the shelter with the shelter manager once each day the shelter is in use to determine needs.
 - a. The Public Works Department will supply and stock the shelter with hand towels, bathroom tissue, soap, light bulbs, trash container, trash bags, brooms, mops, cleaning supplies and mop buckets.
 - b. The Public Works Department will supply dumpster and pickup.
4. The shelter manager will fill out the standard checklist, which identifies shelter needs and will present this checklist to the Public Works representative performing the walk through.
5. The town Social Services Department will provide services on an as-needed basis.
6. Red Cross

Will provide the number of hot balanced meals ordered by the shelter manager.

 - a. Said feeding will take place at or about 6:30 p.m.
 - b. The Red Cross will provide all eating utensils, plates, napkins, serving pieces, cups, and cooking utensils.
 - c. Food will be served cafeteria style by Red Cross Volunteers.
7. Town of Darien
 - a. Through the Office of Emergency Management provide for the coordination of activities.
 - b. Provide for the general clean up of the shelter at its closing.
 - c. Daily check of the shelter and heavy or emergency cleaning of the shelter during operations as requested by the shelter manager.

F. Shelter Closing

1. The decision to close the shelter will be made based upon the number of shelterees remaining in the shelter.

If the decision to close the shelter is made during the seven (7) days the Red Cross operated the shelter, the decision is jointly made by the Red Cross Director of Disaster Services or designee and the Town of Darien Emergency Management Director or designee.

2. Upon Deciding to Close the Shelter

- a. The shelter manager will call the Emergency Management Director.
- b. The Emergency Management Director will call:
 - (1) The First Selectman’s Office
 - (2) Fire Departments
 - (3) Superintendent of Public Works
 - (4) Social Services Director
- c. Emergency Management Director will ensure soiled blankets, pillows, etc. are cleaned.
- d. Fire Departments
 - (1) Will aid the shelter manager secure remaining supplies.
 - (2) Will aid the shelter manager secure the building.
- e. Public Works
 - (1) Will restock the shelter with supplies.
 - (2) Provide for the mopping of the floor and general cleaning of the shelter.
 - (3) Provide for the spraying of the eating area as prevention against insect infestation.
 - (4) Unplug and secure telephone.

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Appendix A, Page 6 of 7
Attachment 1

DISASTER SHELTER DATA SHEET
PRIMARY SHELTER

Date: 08/02
Shelter: # 1

Building Name: Mediplex of Darien

Address: 599 Post Road

Key Holder: Name

Home Tel. #

Tel. # in bldg.

Administrator: Samuel Black

655-7727

SHELTER LOCATION:

HANDICAP ACCESS: Yes

Capacity for Temporary Holding Area 100;
100

for Bedding Down

Can Shelter Be Used When Building in Regular Use: Yes

EMERGENCY POWER: Yes

Generator Capacity KW

14 Day Fuel Supply: Yes / No;

Fuel Type

LAVATORY FACILITIES: Yes;

HANDICAP ACCESS: Yes

Separate for Male/Female: Yes / No

Number of Showers:

KITCHEN: Yes

Area for serving brought-in hot meals: Yes

Serving Trays/Utensils: Yes

Lunch capability only: Yes / No

FEEDING CAPACITY: 100

Capacity of dining area for one sitting:

NURSING STATION: Yes

RECREATION AREA: Yes / No

RECREATION EQUIPMENT: Yes / No

Key Tel. Nos. for use of Shelter Manager:

Equipment:

Fire Department:

No. of Cots:

No. of Blankets:

Police Department:

No. of Tables:

No. of Chairs:

Ambulance:

No. of Mats:

EOC Shelter Desk:

SHELTER TELEPHONE NUMBER: (203) 655-7727

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Attachment 2

DISASTER SHELTER DATA SHEET
SECONDARY SHELTER

Date: 08/02
Shelter # 2

<u>Building Name:</u>	Noroton Heights Fire Department	<u>Address:</u>	209 Noroton Avenue
Key Holder:	Name	Home Tel. #	Bldg. Tel. #
Building Manager:	Fire Chief		
Building Custodian:	Noroton Fire Department		
<u>Shelter Manager:</u>	Fred Harnibrook	655-8531	655-1033

SHELTER LOCATION:	HANDICAP ACCESS: Yes
Capacity for Temporary Holding Area <u>100</u> ; <u>100</u>	for Bedding Down
Can Shelter Be Used When Building in Regular Use: Yes	

EMERGENCY POWER: Yes	Generator Capacity <u>7.5</u> KW
14 Day Fuel Supply: Yes;	Fuel Type: <u>Propane</u>

LAVATORY FACILITIES: Yes;	HANDICAP ACCESS: Yes
Separate for Male/Female: Yes	Number of Showers: <u>2</u>

KITCHEN: Yes	Area for serving brought-in hot meals: Yes
Serving Trays/Utensils: Yes	Lunch capability only: Yes / No

FEEDING CAPACITY: <u>100</u>	Capacity of dining area for one sitting: <u>100</u>
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NURSING STATION: Yes	RECREATION AREA: Yes
RECREATION EQUIPMENT: Yes	

Key Tel. No's. for use of Shelter Manager:	Equipment:
Fire Department: _____	No. of Cots: <u>0</u>
	No. of Blankets: <u>10</u>
Police Department: _____	No. of Tables: <u>17</u>
	No. of Chairs: <u>120</u>
Ambulance: _____	No. of Mats: <u>0</u>
EOC Shelter Desk: _____	

SHELTER TELEPHONE NUMBER: (203) 655-0653

LOCALIZED DISASTER

I. PURPOSE

To provide guidance for the opening of limited public shelters to town residents made homeless by natural or human caused disasters, and/or fires. These shelters are intended for small numbers of shelterees and will remain open no longer than absolutely necessary.

II. SITUATION

A natural or human caused disaster occurs limited to one neighborhood or scattered neighborhoods where the effect on residents and property is not widespread with the necessitated utilization of a limited number of facilities as shelters.

III. ASSUMPTIONS

- A. Plan for short-term, small shelters which can accommodate families forced from their homes.
- B. The Red Cross, under its charter, will provide management, food and clothing to the shelterees.
- C. The town will provide facilities, safety services, and relocation services for the shelterees.

IV. PARTICIPATION

- A. Town of Darien
 - 1. The First Selectman’s Office
 - 2. Emergency Management
 - 3. Education Department
 - 4. Police Department
 - 5. Fire Departments
 - 6. Social Services Department
 - 7. Public Health Department
 - 8. Public Works Department

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B. Private Agencies

1. Red Cross
2. Salvation Army
3. Hospitals, Nursing Homes and Convalescent Homes
4. Utilities

V. EXECUTION

Execution of this Appendix is effective upon joint order of the First Selectman and the disaster services chief of the Red Cross.

Execution will not require, as a prerequisite, the declaration of an emergency.

VI. DIRECTION AND CONTROL

- A. The Emergency Management Director will coordinate the activities of various town departments relative to shelter operations.
- B. The Emergency Management Director will maintain liaison with the Red Cross disaster services chief.
- C. The Red Cross disaster services chief will coordinate Red Cross services.

VII. MISSION ASSIGNMENTS

- A. Emergency Management Director
 1. Act as liaison for all town agencies.
 2. Provide a town representative in shelter to serve as a shelter liaison between the Red Cross Shelter Manager and town agencies as needed.
 3. Provide all emergency equipment and services needed in shelter which the Red Cross cannot obtain.
- B. Director of Health will inspect shelters periodically to be certain proper health measures are in effect.

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- C. Police Chief shall provide for police protection for each shelter (24 hours).
- D. Fire Chiefs will ensure fire safety prior to and during shelter operations.
- E. Superintendent of Public Works
 - 1. The Superintendent of Public Works will provide for telephone service to shelters as soon as is practicable after shelters are opened.
 - 2. The Superintendent of Public Works will also provide for the transportation of cots, sleeping bags and/or blankets to the shelter area.
- F. Social Services Department
 - 1. Social Services Department shall provide interpreters and social workers if requested by the Shelter Manager.
 - Shall maintain a list of social workers able to serve as staff in shelters.
 - 2. The Social Services Department shall provide for financial assistance to eligible persons in the effected area, provided the assistance does not duplicate Red Cross or State Department of Social Services assistance.
 - 3. The Social Services Department shall assist in finding new housing for shelterees whose homes are uninhabitable or destroyed.
- G. Red Cross
 - 1. Provide a shelter manager for each shelter (24 hours).
 - 2. Maintain cost accounting controls.
 - 3. Provide canteen and food services by caterer.
 - 4. Provide clothing and general supplies.
 - 5. Provide nursing staff as needed.
 - 6. Provide transportation to and from shelter for food, clothing, and Red Cross personnel.
 - 7. Provide assistance to residents of the affected area through the Red Cross Family Services Center on an as needed basis.

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H. Red Cross Shelter Manager.

1. Assign areas to various functions within shelter.
 - a. Set up sleeping area.
 - b. Establish separate area for clothing and supplies.
2. Register all shelterees using Red Cross forms.
3. Setup medical station with nursing staff.
4. Provide food for all disaster victims and shelter staff.
5. Establish the shelter schedule for meals, activities, and sleeping periods.
6. Provide recreation for children of shelterees.
7. Provide child care services for shelterees.
 - a. While parents seek new housing.
 - b. While parents attend to financial and medical needs.

I. Red Cross Disaster Services.

1. Maintain a current list of resources where food and clothing can be obtained on short notice for disaster victims.
2. Purchase supplies requested by the Red Cross Shelter Manager and arrange for delivery.

J. Director of Host Agency.

1. Provide custodial services for shelter area.
2. Provide a liaison to the shelter on an as needed basis.

VIII. CONCEPT OF OPERATIONS

- A. The Fire Chief or the Emergency Management Director will notify the First Selectman's Office and the Red Cross if he believes it is advisable to open a shelter, a suitable facility will be agreed upon based on the following factors:

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1. Number of shelterees.
 2. Location of the disaster.
 3. Availability of the facility.
 4. Availability of management staff.
 5. Cost of facility management.
- B. The town will provide the space, heat, lights and sanitary facilities, as well as safety services, cots and blankets.
- The town will also provide some daytime staff assistance to augment the Red Cross.
- C. The Red Cross will provide shelter staff, nursing services, food services, clothing and social services.
- D. All services provided by the town and the Red Cross to State Department of Social Services (DSS) clients will be billed to DSS on a per-person, per-diem basis according to a formula provided annually by DSS.
- E. Shelter rules will be distributed to shelterees upon entering or will be posted on a bulletin board near the entrance so that information and other important notices are easily accessible to shelterees.
- F. In the interest of preserving privacy and order in the shelter, all releases and media statements relating to shelter operations will be delivered jointly by the Red Cross and the town.
1. No media representatives will be permitted inside the shelter area while it is in operation.
 2. Shelterees wishing to meet with the media may do so outside of the shelter.
 3. No persons other than shelterees, Red Cross or town staff will be permitted inside the shelter.
- G. The shelter will remain in operation until each bona fide shelteree can return home or is offered reasonable alternate housing.

MAJOR DISASTER

I. PURPOSE

This plan outlines disaster services town departments, the Red Cross, and the Salvation Army will undertake in the event a major disaster strikes the town necessitating the opening of schools or other facilities as shelters.

II. SITUATION

A natural or human caused disaster causes general widespread destruction of property throughout the town with the concurrent loss of large numbers of housing units or renders large sections of the town uninhabitable.

III. ASSUMPTIONS

Schools, suited to sheltering large numbers of residents, will be utilized if large numbers of town residents are forced from their homes by either a natural or human caused disaster.

IV. PARTICIPATION

A. Town of Darien

1. First Selectman's Office (Public Information Officer)
2. Emergency Management
3. Education Department
4. Police Department
5. Fire Departments
6. Social Services Department
7. Public Health Department
8. Public Works Department

B. Private Agencies

1. Red Cross
2. Salvation Army
3. Hospitals, Nursing Homes and Convalescent Homes
4. Utilities

V. EXECUTION

- A. Declaration of State of Emergency by the First Selectman.
- B. Concurrent notification by Red Cross to their National Office.
- C. Concurrent notification by the Superintendent of Schools to school principals and staff that school building are to be used as shelters.

VI. MISSION ASSIGNMENTS

A. Superintendent of Schools

- 1. Determine with the Emergency Management Director, the Red Cross, and town Social Services Director which schools will be opened as public shelters.
- 2. Staff each designated shelter with management, maintenance, kitchen, and medical staff.
- 3. Either retain, or release students from school and report such decision to the Public Information Officer at the EOC.

B. Social Services Department

- 1. Determine in conjunction with the Emergency Management Director, the Superintendent of Schools, and the Red Cross which schools will be opened as public shelters.
- 2. Alert all departmental personnel assigned to shelter tasks to report to their emergency assignment.
- 3. Alert Treasurer to the possible needs of the shelterees.
- 4. Alert contractors as to the need for food, clothing, and household items.
- 5. Execute contracts for mass feeding, clothing, supplies as required.
- 6. Provide those goods and services in shelters which the Red Cross is unable to provide.

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C. Emergency Management Director

1. Act as liaison between town departments, Red Cross, Salvation Army, and all other private charitable groups or agencies.
2. Coordinate emergency transportation.
3. Coordinate staffing, and management of shelters.
4. Coordinate all releases to the media via the Public Information Office.

D. Red Cross Director of Disaster Services

1. Determine in conjunction with the Emergency Management Director, the Superintendent of Schools, and the town Social Services Director which schools will be opened as public shelters.
2. Appoint staff in shelter.
3. Ascertain shelteree needs not provided for by the Red Cross.
4. Report to the Social Services Director those shelter and shelteree needs not met by the Red Cross.

E. Police Chief

1. Provide security for shelters.

F. Fire Chiefs

1. Provide emergency lighting and/or generators if needed in shelters.
2. Fire prevention and suppression in shelters.

G. Public Information Officer.

1. Timely and authoritative advice to the public as to emergency status and shelter operations.
2. Media releases relating to emergency.

H. Public Works Department

1. Provide sanitation support to shelters.

I. Other town departments will perform tasks as assigned during the emergency.